

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL BUDGET ESTIMATES 2012-13

Prime Minister and Cabinet Portfolio

Department/Agency: Australian National Audit Office
Outcome/Program:
Topic: Social Media

Senator: Ryan

Question reference number: 60

Type of question: Written

Date set by the committee for the return of answer: Tuesday, 2 April 2013

Number of pages: 2

Question:

- a. Has there been any changes to department and agency social media or protocols about staff access and usage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issued.
- b. Does the department/agency monitor usage of social media?
 1. If yes, provide details of the usage (for example details could include average hours per employee, hours when usage peaks).
 2. Has there been a change to the department/agency protocols due to staff usage?
 3. If no, why not? Will the department/agency monitor usage in the future?
- c. Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

- a. There have been no changes to ANAO staff access to appropriate social media sites since May 2012. In August 2012, the ANAO released a Social Media Policy to guide staff in their use of social media. This was developed in line with guidance received from the Australian Public Service Commission.
- b. The use of Social Media is monitored within the agency in accordance with ANAO policies and procedures. Broadly these policies allow for auditors to access social media to conduct their audit work. Staff have been made aware of their responsibilities with regards to posting content to social media sites (which was outlined in the policy provided to the Committee in our Questions on Notice from October 2012 Estimates Hearings). All activity is logged and monitored through a monitoring tool. Given use is low we do not monitor hours of use per employee or usage peaks across the day.
 1. Within our monitoring system, social media use falls into two categories, Blogs and Forums and Personal. Over a two week period at the beginning of March 2013, Blogs and Forums accounted for 1.2 GB (this would include work related access) and Personal accounted for 384.1 MB of downloads across the ANAO.

This is low in comparison with News Sites which accounted for 14.8 GB and Search Engines which accounted for 11.5 GB of downloads in the same period.

2. There have been no changes to ANAO policies and procedures as a result of social media use.
 3. The ANAO does not track usage such as hours of use and usage peaks.
- c. Social media use across the ANAO has not significantly increased and remains relatively.